



Computer Hardware

- Intel 1.8 GHz or faster (single/multiple cores)
- 1 GB RAM or more
- 128 MB video RAM or more

Peripheral Hardware

- Webcam - 2 MP or better
 - Logitech Webcam Pro 9000
 - Microsoft LifeCam HD-5000
 - Logitech Webcam C510
 - Logitech Webcam C260
 - Philips Webcam SPC1300NC
- Headset with noise cancelling microphone
 - Plantronics C210M
 - Cyber Acoustics AC-850
 - GN Netcom GN 2025 NC
 - GN Netcom GN 9125Flex (wireless headset)
 - AT&T ATT-TL7610 (wireless headset)

Operating Systems

- Microsoft Windows XP SP3 (32-bit/64-bit)
- Microsoft Windows Vista SP1 (32-bit/64-bit)
- Microsoft Windows 7 (32-bit/64-bit)
- Mac OS X 10.6 (Snow Leopard) and newer

Software

- Web browser (Microsoft Internet Explorer 7 and up; Mozilla Firefox 3.5 and up; Google Chrome 8 and up; Apple Safari 5 and up)
- Adobe Flash 10.1 or newer
- Browser cookies required



Network Requirements

- Bandwidth
 - Recommended 512 kbps up/down or faster per video call;
 - Minimum 256 kbps up/down per video call;
- Communication Protocols and Ports
 - HTTP (port 80) and HTTPS (port 443)
 - RTMP/RTMPE (TCP port 1935 outbound only)
 - RTMFP (optional -- UDP outbound on all ports above 1023)
 - Port 8080 (client/server communication port)

Wireless Networks:

Wireless network connections are supported as long as the available bandwidth on the wireless network meets or exceeds the specifications outlined above

Security and Data

- Encryption
 - Web traffic encrypted using SSL over HTTP (port 443)
 - RTMPE: Audio and video streams encrypted using Diffie-Hellman key exchange and HMAC SHA-256 hash algorithm
 - RTMFP: AES 128-bit cypher
- Data Storage
 - Call detail records stored in HIPAA-compliant data centers
 - Audio, video and text chat streams are not recorded or stored
 - Information collected in form fields is stored in HIPAA-compliant data centers
 - No personally identifiable information is stored at the endpoints
 - Cookies persist until either the user logs out or the browser is closed